

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**CUSTOMER SERVICE AND SUPPORT TECHNICIAN
ENGINEERING DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs a variety of customer service and support functions associated with all administrative and technical tasks performed by the Engineering Department including, but not limited to, surveying, computer-aided civil engineering drafting and design, infrastructure assessments, cost estimates, reports, recordkeeping, and implementation and enforcement of City ordinances, requirements and specifications. Employee reports to the Assistant City Engineer.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class assists, by providing supporting assistance, technical staff (who perform surveying, design and construction work in conjunction with municipal infrastructure projects) to ensure that all projects are performed expeditiously by assuring that all necessary research, fieldwork, drafting and design is completed, proper records are generated and maintained and that all necessary project information is available for customers as it is requested. Work involves providing all preliminary project research as requested, assisting with field drafting and design work, responding to customer service requests for project or record information, maintaining all project history information and record drawings, responding to questions from internal and external customers regarding existing City infrastructure, erosion control, flood plain management and storm water issues and billing, and serving as support person for projects done by all other divisions of the Department. Employee works as the main liaison for customer service related issues for the Department. Employee receives assignments from division managers and other technical or professional staff in specific or general terms. Employee exercises limited independent judgment and initiative in developing work methods. Work is performed under general supervision of the Assistant City Engineer and is evaluated through conferences, observations and results of assigned projects.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Provides contractors, consultants, other City departments and the general public with information relating to the enforcement and implementation of ordinances managed by the Department including, but not limited to, the Right-of-Way Cut, Traffic Calming policies, soil erosion control, flood plain management and water line extensions.

Provides contractors, consultants and the general public with information, including inquiries associated with billing issues, related to the enforcement and implementation of the Storm Water Control Ordinance.

CUSTOMER SERVICE AND SUPPORT TECHNICIAN

Utilizes specialized computer applications to produce informational maps and records.

Assists other departmental divisions by performing all necessary tasks to complete a variety of public works and infrastructure projects including, but not limited to, planning and research, surveying, computer-aided design/drafting, cost estimates, preparation of contract documents and other clerical functions.

Provides contractors, consultants, other City departments and the general public with technical information relating to existing City infrastructure using a variety of resources including hard and electronic files, maps and GIS and AUTOCAD records and databases.

Assists other departmental divisions with the review of as-built construction plans for conformance with established City standards and policies.

Performs all necessary functions associated with tracking, logging and archiving all records, drawings and other pertinent information required to properly close-out construction projects.

Acts as primary back-up for clerical staff performing such duties as answering/routing phone calls, composing correspondence and reports, collecting and entering data, assisting walk-in customers, issuing permits and other associated daily tasks.

Provides support to other divisions preparing material and attending neighborhood or project meetings.

Perform the functions of main customer service liaison for the department.

ADDITIONAL JOB FUNCTIONS

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

General knowledge of the principals, practices and methods of customer service.

General knowledge of the principles and practices of land surveying and civil engineering as applied to the design and construction of a variety of public works facilities.

General knowledge of City and departmental ordinances, policies and procedures, rules and regulations, and the ability to interpret them including proper enforcement and implementation.

General knowledge in the use of engineering drafting and GIS software as they relate to the preparation and generation of basic record and informational maps.

General knowledge of current construction methods and practices for municipal infrastructure projects.

General knowledge of modern office practices, procedures, equipment and clerical techniques including a knowledge of popular computer-driven word processing, spreadsheet and file maintenance programs.

Working knowledge of arithmetic, spelling, grammar, punctuation and vocabulary.

Skill in dealing with the public.

Ability to read and interpret engineering plans.

Ability to express ideas effectively orally and in writing.

Ability to maintain complex records and to prepare accurate technical and non-technical reports from statistical or other types of technical information.

Ability to assist and provide support to other departmental divisions.

CUSTOMER SERVICE AND SUPPORT TECHNICIAN

Ability to deal with people in a tactful and effective manner.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

MINIMUM EXPERIENCE AND TRAINING

Graduation from high school supplemented by college-level course work in civil engineering technology, surveying, business administration, public administration, secretarial sciences or a related field, and a minimum of 5 years of related experience; and/or any equivalent combination of training and experience required to perform the essential position functions.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organizational and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 11
Non-Exempt
September, 2005